

From: James Russell
To: Microsoft ATR
Date: 11/18/01 8:29am
Subject: WebTv ownership !

October of 2000 I purchased a webtv system from Montgomery Wards as I could not afford a regular computer. I am used to the idea that when I buy something, I own it. No one at the store told me that Microsoft still owns the insides of the unit, which means that I paid \$200.00 for an empty metal box.

I didn't find out about this until I tried to find a low cost ISP. That's when I found out that even if I change ISP's, I still have to pay Microsoft \$9.95 per month to use their equipment. Also they charge the highest internet rate of all the ISP's, \$24.95 per month. I watched many commercials about this product before deciding to buy one, I should say those 1/2 hr infomercials, and nothing was said about this.

I think that Microsoft is guilty of consumer fraud, and this should be addressed also before you let them off the hook.

Sincerely,
James M. Russell